



US 20160328650A1

(19) **United States**(12) **Patent Application Publication** (10) **Pub. No.: US 2016/0328650 A1**
Byron et al. (43) **Pub. Date: Nov. 10, 2016**(54) **MINING FORUMS FOR SOLUTIONS TO QUESTIONS**(52) **U.S. Cl.**
CPC **G06N 5/04** (2013.01); **G06F 17/3053** (2013.01)(71) Applicant: **International Business Machines Corporation**, Armonk, NY (US)(72) Inventors: **Donna K. Byron**, Petersham, MA (US);
Jason D. LaVoie, Littleton, MA (US)(21) Appl. No.: **15/212,216**(22) Filed: **Jul. 16, 2016****Related U.S. Application Data**

(63) Continuation of application No. 14/099,926, filed on Dec. 7, 2013.

Publication Classification(51) **Int. Cl.**
G06N 5/04 (2006.01)
G06F 17/30 (2006.01)(57) **ABSTRACT**

An approach is provided for mining threaded online discussions. In the approach, performed by an information handling system, a natural language processing (NLP) analysis is performed on threaded discussions pertaining to a given topic. The analysis is performed across multiple web sites with each of the web sites including one or more threaded discussions. The analysis results in harvested discussions pertaining to the topic. The harvested discussions are correlated and a question is identified from the harvested discussions. A set of candidate answers is also identified from the harvested discussions, with one of the candidate answers being selected as the most likely answer to the identified question.

